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QUARTERLY SERVICE QUALITY REPORT
SOUTH CAROLINA OPERATIONS

COMPANY NAME Alternative Phone, Inc.

QUARTER / YEAR 3RD / 2011

	MONTH: <u>JUL</u>	<u>AUG</u>	<u>SEP</u>
Number of Customer Access Lines	<u>47</u>	<u>52</u>	<u>58</u>
New Service Applications Held over 30 Days	<u>0</u>	<u>0</u>	<u>0</u>
Trouble Reports / Access Line (%)	<u>2/.04%</u>	<u>3/.06%</u>	<u>2/.03%</u>
Customer Out of Service Clearing Times (%)	<u>100</u>	<u>100</u>	<u>100</u>
New Installs and Re-Installs Completed w/in 5 Days (%)	<u>100</u>	<u>100</u>	<u>100</u>
Commitments Fulfilled (%)	<u>100</u>	<u>100</u>	<u>100</u>
Number of Lifeline Customers	<u>36</u>	<u>39</u>	<u>45</u>

Comments / Explanations: _____

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2011 Qtr 3 Cert.# L-0194

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